

E-01345A-11-0224

ORIGINAL



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99122

Date: 9/15/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Gary & Gloria

LeDoux

Account Name: Gary & Gloria LeDoux

Home: (000) 000-0000

Street:

Work:

City: Glendale

CBR:

State: AZ Zip: 85310

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

DOCKET NO. E-01345A-11-0224

Gary & Gloria LeDoux

Glendale, AZ 85310

September 6, 2011

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington Street
Phoenix, AZ 85007

Docket No. E-01345A-11-0224

Pending request for a permanent base rate
increase by Arizona Public Service (APS)

Dear Members of the Commission:

I believe we understand the necessity for conservation of electrical usage in the APS service areas. That is why a year ago we had an APS recommended company perform an energy audit on our home. That audit resulted in recommendations being made to improve our home's energy efficiency. Based on their findings we were told fixing the "leakage" in our home would probably result in a reduction of our monthly energy usage on the order of 30% with an adjusted reduction of our monthly bill. Well, it's a year later; we are in the same house, with the same 2 adults with the same energy demands, but we have seen neither our usage diminish nor our monthly bill reduced.

Arizona Corporation Commission
DOCKETED

SEP 16 2011

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[Signature]

AZ CORP COMMISSION
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The work they performed cost over \$2,000. Of that, \$300 qualified as Federal Tax Credit, but the majority of the rebates (\$966.00) came directly from APS.

We recognize the APS request is far beyond the scope of this letter. However, payment of rebates such as ours which result in no tangible energy usage reductions results in higher operating costs and lower profit margins for a "for profit" corporation such as APS as well as unnecessary costs to the consumer.

If the Commission is unable to verify that these rebates are cost effective in reducing both the utility's costs and the consumer's costs, they should not be factored in as operating overhead when considering APS's request for a permanent base rate increase.

Gary & Gloria LeDoux
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.
End of Comments

Date Completed: 9/15/2011

Opinion No. 2011 - 99122
